

# **The National Citizen Survey™**

## **Bloomington, MN**

Comparisons by Demographic  
Subgroups

2014

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by questions D6 (length of residency in Bloomington), D8 (rent or own home), D12 (annual household income), D15 (respondent age) and D16 (respondent gender).

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,171 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Ratings differed by age in each facet; adults aged 55 and older tended to give higher ratings and participate more in the listed activities than respondents between the ages of 18 and 34, except for activities and experiences related to Recreation and Wellness, which residents aged 55 and older tended to participate in or experience less frequently than others.
- Respondents who had lived in Bloomington more than 20 years tended to rate community characteristics relating to Economy, Education and Enrichment and Community Engagement more highly and to participate in these areas than those who had resided in the city fewer years. Differences by length of residency also existed for community characteristics relating to Recreation and Wellness and General community characteristics and services relating to Natural Environment and Recreation and Wellness.
- Renters, women, adults below the age of 35 and those who had resided in the city for 5 years or less were more likely to use alternative forms of transportation such as carpooling, public transit or walking or biking than their counterparts.
- Homeowners, respondents aged 55 and older and long term residents (greater than 20 years) tended to rate community characteristics related to Community Engagement more highly than their counterparts. Similarly, these respondent groups tended to participate more than less-established residents, renters and residents younger than age 54 in activities related to Community Engagement.
- Fewer shorter term residents than residents who had lived in Bloomington for 20 years or longer felt that safety, the city’s built environment, economy or sense of community were important for the City to focus on over the next two years. More renters than homeowners felt that the quality of the overall natural environment and health and wellness were important focus areas. More women than men placed importance on the built environment, health and wellness, education and enrichment and the sense of community in the city. Respondents with the lowest household income levels (less than \$25,000 per year) were more likely to value a focus on health and wellness and education and enrichment opportunities and less likely to value focusing on Bloomington’s natural environment or economic health. Focus areas also varied by age with residents aged 55 and older having more concern about seven of the eight areas listed.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
The overall quality of life in Bloomington	80%	91%	93%	84%	90%	91%	85%	88%
Overall image or reputation of Bloomington	77%	84%	86%	82%	83%	82%	84%	83%
Bloomington as a place to live	89%	94%	97%	92%	94%	95%	93%	94%
Your neighborhood as a place to live	81%	89%	92%	82%	91%	89%	87%	88%
Bloomington as a place to raise children	80%	92%	93%	87%	90%	91%	86%	89%
Bloomington as a place to retire	59%	67%	76%	63%	71%	76%	60%	69%
Overall appearance of Bloomington	81%	81%	84%	82%	82%	82%	83%	82%

Table 2: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
The overall quality of life in Bloomington	81%	86%	90%	92%	81%	88%	93%	88%
Overall image or reputation of Bloomington	79%	80%	85%	83%	77%	81%	88%	83%
Bloomington as a place to live	90%	93%	95%	95%	91%	94%	96%	94%
Your neighborhood as a place to live	78%	84%	89%	94%	83%	88%	91%	88%
Bloomington as a place to raise children	84%	87%	89%	92%	81%	89%	93%	89%
Bloomington as a place to retire	71%	68%	69%	66%	52%	65%	78%	69%
Overall appearance of Bloomington	78%	85%	81%	84%	80%	79%	87%	82%

Table 3: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall feeling of safety in Bloomington	83%	88%	89%	86%	87%	88%	85%	87%
In your neighborhood during the day	98%	98%	96%	99%	97%	98%	96%	97%
In Bloomington's shopping areas during the day	95%	94%	91%	97%	92%	95%	91%	93%

Table 4: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall feeling of safety in Bloomington	82%	86%	86%	91%	83%	86%	90%	87%
In your neighborhood during the day	94%	98%	97%	99%	96%	98%	97%	97%
In Bloomington's shopping areas during the day	91%	93%	93%	94%	93%	92%	94%	93%

Table 5: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall ease of getting to the places you usually have to visit	70%	82%	90%	72%	86%	82%	81%	82%
Traffic flow on major streets	56%	67%	71%	61%	67%	69%	62%	65%
Ease of travel by car in Bloomington	68%	77%	81%	72%	78%	79%	74%	76%
Ease of travel by public transportation in Bloomington	49%	45%	47%	53%	44%	48%	46%	47%
Ease of travel by bicycle in Bloomington	55%	55%	62%	62%	56%	57%	59%	57%
Ease of walking in Bloomington	64%	72%	75%	72%	70%	72%	69%	70%
Availability of paths and walking trails	72%	79%	83%	75%	79%	79%	76%	78%

Table 6: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall ease of getting to the places you usually have to visit	67%	84%	82%	85%	68%	83%	89%	82%
Traffic flow on major streets	71%	68%	57%	71%	52%	65%	74%	65%
Ease of travel by car in Bloomington	77%	78%	73%	79%	66%	76%	83%	76%
Ease of travel by public transportation in Bloomington	51%	51%	46%	42%	55%	40%	48%	47%
Ease of travel by bicycle in Bloomington	64%	61%	56%	55%	63%	52%	60%	57%
Ease of walking in Bloomington	66%	77%	67%	72%	68%	66%	76%	70%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Availability of paths and walking trails	65%	84%	75%	81%	77%	75%	81%	78%

Table 7: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Quality of overall natural environment in Bloomington	77%	90%	92%	82%	89%	90%	84%	87%
Air quality	86%	86%	90%	86%	88%	87%	88%	87%
Cleanliness of Bloomington	79%	81%	84%	78%	83%	82%	81%	82%

Table 8: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Quality of overall natural environment in Bloomington	71%	94%	82%	93%	75%	91%	91%	87%
Air quality	72%	87%	86%	95%	85%	86%	90%	87%
Cleanliness of Bloomington	70%	83%	81%	85%	78%	77%	87%	82%

Table 9: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	66%	73%	79%	72%	74%	72%	74%	73%
Public places where people want to spend time	75%	79%	79%	78%	78%	79%	77%	78%
Variety of housing options	68%	75%	79%	66%	78%	75%	73%	74%
Availability of affordable quality housing	62%	58%	67%	52%	68%	62%	64%	62%
Overall quality of new development in Bloomington	63%	68%	68%	70%	66%	68%	65%	67%

Table 10: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	61%	78%	72%	75%	63%	71%	81%	73%
Public places where people want to spend time	69%	82%	78%	77%	76%	76%	81%	78%
Variety of housing options	66%	68%	76%	82%	71%	70%	79%	74%
Availability of affordable quality housing	53%	58%	64%	72%	60%	60%	68%	62%
Overall quality of new development in Bloomington	66%	70%	69%	65%	62%	65%	71%	67%

Table 11: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall economic health of Bloomington	76%	82%	87%	85%	81%	82%	83%	83%
Bloomington as a place to work	81%	83%	89%	89%	83%	89%	80%	85%
Bloomington as a place to visit	72%	82%	85%	74%	83%	83%	77%	80%
Employment opportunities	58%	65%	66%	61%	65%	66%	61%	63%
Shopping opportunities	88%	88%	89%	87%	89%	87%	90%	88%
Cost of living in Bloomington	57%	55%	65%	48%	64%	61%	57%	59%
Overall quality of business and service establishments in Bloomington	71%	76%	81%	72%	79%	75%	78%	77%
Vibrant shopping areas	67%	67%	74%	72%	69%	69%	71%	70%

Table 12: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall economic health of Bloomington	72%	80%	82%	89%	81%	79%	86%	83%
Bloomington as a place to work	77%	86%	88%	82%	84%	80%	89%	85%
Bloomington as a place to visit	74%	78%	82%	81%	73%	79%	86%	80%
Employment opportunities	47%	58%	68%	71%	60%	61%	69%	63%
Shopping opportunities	79%	89%	89%	92%	87%	88%	90%	88%
Cost of living in Bloomington	47%	53%	59%	70%	56%	57%	63%	59%
Overall quality of business and service establishments in Bloomington	67%	76%	76%	81%	72%	75%	81%	77%
Vibrant shopping areas	67%	74%	67%	69%	65%	68%	74%	70%

Table 13: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Health and wellness opportunities in Bloomington	73%	80%	87%	80%	82%	84%	78%	81%
Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	80%	83%	81%	80%	81%	80%	80%
Recreational opportunities	69%	79%	84%	74%	80%	82%	74%	78%
Availability of affordable quality food	71%	73%	81%	79%	74%	78%	73%	75%
Availability of affordable quality health care	75%	71%	80%	76%	75%	77%	73%	76%
Availability of preventive health services	76%	76%	81%	79%	77%	77%	78%	78%
Availability of affordable quality mental health care	64%	56%	64%	61%	61%	62%	59%	62%

Table 14: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Health and wellness opportunities in Bloomington	75%	81%	81%	83%	75%	79%	87%	81%
Fitness opportunities (including exercise classes and paths or trails, etc.)	72%	83%	79%	84%	83%	75%	84%	80%
Recreational opportunities	68%	79%	75%	85%	72%	77%	83%	78%
Availability of affordable quality food	68%	80%	73%	77%	68%	73%	82%	75%
Availability of affordable quality health care	62%	75%	76%	81%	67%	72%	82%	76%
Availability of preventive health services	67%	79%	76%	84%	73%	76%	82%	78%
Availability of affordable quality mental health care	55%	60%	59%	69%	61%	56%	66%	62%

Table 15: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall opportunities for education and enrichment	74%	83%	89%	83%	83%	86%	79%	83%
Availability of affordable quality child care/preschool	63%	75%	74%	67%	72%	66%	75%	71%
K-12 education	73%	81%	87%	77%	84%	83%	83%	82%
Adult educational opportunities	78%	80%	84%	79%	83%	83%	80%	81%
Opportunities to attend cultural/arts/music activities	57%	78%	82%	65%	78%	78%	70%	75%

Table 16: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall opportunities for education and enrichment	78%	80%	84%	86%	75%	83%	88%	83%
Availability of affordable quality child care/preschool	63%	74%	66%	79%	65%	68%	77%	71%
K-12 education	82%	84%	82%	84%	78%	77%	89%	82%
Adult educational opportunities	69%	81%	81%	86%	73%	82%	85%	81%
Opportunities to attend cultural/arts/music activities	70%	78%	72%	79%	59%	73%	83%	75%

Table 17: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Opportunities to participate in social events and activities	50%	74%	70%	62%	68%	70%	63%	67%
Opportunities to volunteer	59%	86%	83%	72%	81%	84%	72%	78%
Opportunities to participate in community matters	59%	77%	73%	65%	73%	76%	65%	71%
Openness and acceptance of the community toward people of diverse backgrounds	60%	65%	69%	66%	65%	69%	61%	65%
Neighborliness of residents in Bloomington	59%	64%	67%	63%	64%	65%	63%	64%

Table 18: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Opportunities to participate in social events and activities	69%	68%	65%	68%	52%	69%	72%	67%
Opportunities to volunteer	77%	79%	78%	80%	65%	78%	85%	78%
Opportunities to participate in community matters	74%	74%	68%	72%	62%	71%	74%	71%
Openness and acceptance of the community toward people of diverse backgrounds	63%	70%	66%	63%	63%	60%	72%	65%
Neighborliness of residents in Bloomington	57%	67%	63%	67%	61%	62%	68%	64%

Table 19: Governance - General

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
The City of Bloomington	82%	85%	87%	84%	85%	88%	81%	85%
The value of services for the taxes paid to Bloomington	59%	66%	68%	65%	64%	68%	62%	65%
The overall direction that Bloomington is taking	69%	77%	73%	76%	72%	76%	71%	74%
The job Bloomington government does at welcoming citizen involvement	53%	62%	63%	60%	60%	61%	59%	60%
Overall confidence in Bloomington government	58%	70%	71%	65%	68%	69%	66%	68%
Generally acting in the best interest of the community	66%	73%	73%	70%	72%	72%	70%	72%
Being honest	66%	80%	74%	73%	74%	74%	73%	74%
Treating all residents fairly	68%	70%	70%	72%	69%	71%	69%	70%
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	78%	82%	83%	77%	83%	82%	81%	82%
The Federal Government	37%	43%	41%	44%	39%	46%	36%	41%

Table 20: Governance - General

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
The City of Bloomington	77%	87%	84%	86%	78%	84%	90%	85%
The value of services for the taxes paid to Bloomington	68%	62%	64%	67%	54%	62%	73%	65%
The overall direction that Bloomington is taking	73%	73%	74%	73%	69%	73%	76%	74%
The job Bloomington government does at welcoming citizen involvement	49%	61%	61%	62%	52%	60%	65%	60%
Overall confidence in Bloomington government	61%	66%	71%	70%	62%	65%	73%	68%
Generally acting in the best interest of the community	64%	72%	72%	76%	68%	70%	75%	72%
Being honest	66%	78%	72%	77%	71%	73%	76%	74%
Treating all residents fairly	63%	72%	71%	75%	69%	68%	72%	70%
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	77%	82%	80%	84%	76%	78%	87%	82%
The Federal Government	52%	47%	40%	32%	38%	37%	45%	41%

Table 21: Governance - Safety

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Police services	88%	87%	90%	89%	88%	91%	86%	89%
Fire services	93%	94%	98%	94%	96%	97%	93%	95%
Ambulance or emergency medical services	89%	92%	96%	91%	94%	96%	90%	93%



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Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Crime prevention	77%	79%	88%	80%	83%	83%	81%	83%
Fire prevention and education	87%	86%	90%	90%	87%	88%	87%	88%
Animal control	69%	75%	74%	76%	72%	80%	66%	73%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	71%	80%	78%	74%	76%	73%	75%

Table 22: Governance - Safety

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Police services	89%	86%	90%	89%	86%	85%	93%	89%
Fire services	94%	94%	96%	95%	90%	96%	97%	95%
Ambulance or emergency medical services	92%	91%	94%	95%	84%	95%	96%	93%
Crime prevention	76%	79%	86%	83%	72%	80%	89%	83%
Fire prevention and education	85%	86%	89%	89%	82%	88%	91%	88%
Animal control	63%	71%	76%	76%	72%	73%	74%	73%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	84%	73%	73%	73%	69%	74%	78%	75%

Table 23: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Traffic enforcement	75%	72%	77%	72%	75%	77%	71%	74%
Street repair	31%	37%	40%	31%	38%	39%	33%	36%
Street cleaning	62%	72%	74%	61%	73%	71%	68%	70%
Street lighting	63%	71%	73%	64%	71%	69%	69%	69%
Snow removal	68%	74%	86%	67%	80%	77%	75%	77%
Sidewalk maintenance	60%	61%	67%	59%	64%	65%	60%	62%
Traffic signal timing	54%	59%	57%	57%	57%	64%	49%	57%
Bus or transit services	56%	58%	60%	54%	61%	58%	58%	58%

Table 24: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Traffic enforcement	67%	73%	73%	80%	66%	76%	78%	74%
Street repair	36%	37%	32%	42%	26%	37%	42%	36%
Street cleaning	59%	66%	69%	75%	59%	72%	74%	70%
Street lighting	61%	63%	70%	74%	59%	73%	71%	69%
Snow removal	70%	78%	73%	81%	63%	75%	85%	77%
Sidewalk maintenance	52%	65%	61%	67%	52%	66%	66%	62%
Traffic signal timing	53%	55%	57%	59%	51%	57%	60%	57%
Bus or transit services	41%	68%	60%	52%	57%	55%	61%	58%

Table 25: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Garbage collection	79%	87%	87%	84%	86%	87%	83%	85%
Recycling	78%	88%	90%	79%	89%	86%	86%	86%
Yard waste pick-up	73%	87%	87%	76%	85%	83%	83%	83%
Drinking water	75%	91%	95%	78%	92%	90%	87%	88%
Preservation of natural areas such as open space and greenbelts	71%	74%	78%	70%	77%	78%	72%	75%
Bloomington open space	66%	76%	77%	69%	75%	78%	69%	73%

Table 26: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Garbage collection	74%	89%	84%	87%	82%	84%	88%	85%
Recycling	71%	88%	86%	89%	79%	87%	89%	86%
Yard waste pick-up	68%	86%	84%	85%	74%	82%	89%	83%
Drinking water	79%	87%	88%	93%	77%	89%	94%	88%
Preservation of natural areas such as open space, and greenbelts	70%	72%	71%	84%	64%	77%	79%	75%
Bloomington open space	75%	73%	70%	78%	62%	76%	78%	73%

Table 27: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Storm drainage	69%	79%	83%	72%	80%	79%	77%	78%
Sewer services	76%	88%	92%	77%	90%	88%	85%	86%
Utility billing	74%	80%	83%	74%	82%	80%	81%	80%
Land use, planning and zoning	69%	70%	68%	76%	67%	72%	67%	69%
Code enforcement (weeds, abandoned buildings, etc.)	66%	66%	58%	71%	60%	67%	60%	63%
Cable television	48%	56%	59%	57%	54%	58%	52%	54%

Table 28: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Storm drainage	74%	77%	75%	83%	68%	80%	83%	78%
Sewer services	67%	88%	85%	93%	76%	86%	93%	86%
Utility billing	68%	80%	79%	85%	77%	77%	85%	80%
Land use, planning and zoning	65%	71%	64%	75%	72%	68%	69%	69%
Code enforcement (weeds, abandoned buildings, etc.)	61%	70%	57%	66%	71%	63%	59%	63%
Cable television	67%	51%	52%	57%	51%	52%	60%	54%

Table 29: Governance - Economy

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Economic development	68%	72%	72%	72%	71%	73%	70%	72%

Table 30: Governance - Economy

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Economic development	62%	73%	75%	71%	72%	67%	75%	72%

Table 31: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
City parks	77%	92%	89%	82%	88%	89%	85%	87%
Recreation programs or classes	75%	84%	86%	82%	83%	84%	81%	83%
Recreation centers or facilities	75%	85%	82%	78%	83%	82%	81%	81%
Health services	77%	83%	83%	81%	82%	84%	79%	81%



Table 32: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
City parks	72%	90%	84%	91%	79%	87%	91%	87%
Recreation programs or classes	73%	86%	78%	88%	74%	84%	86%	83%
Recreation centers or facilities	70%	81%	79%	89%	78%	82%	83%	81%
Health services	78%	81%	80%	88%	80%	79%	85%	81%

Table 33: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
City-sponsored special events	70%	75%	79%	71%	77%	81%	69%	76%

Table 34: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
City-sponsored special events	69%	77%	75%	77%	73%	74%	78%	76%

Table 35: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Public information services	76%	79%	79%	79%	78%	81%	76%	78%

Table 36: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Public information services	78%	71%	79%	84%	73%	78%	81%	78%

Table 37: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Sense of community	53%	67%	70%	65%	64%	69%	59%	64%
Recommend living in Bloomington to someone who asks	92%	94%	95%	91%	95%	95%	92%	93%
Remain in Bloomington for the next five years	77%	88%	92%	77%	90%	90%	82%	86%
Contacted the City of Bloomington (in-person, phone, email or web) for help or information	43%	51%	49%	36%	53%	50%	43%	48%

Table 38: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Sense of community	72%	67%	64%	59%	50%	64%	72%	64%
Recommend living in Bloomington to someone who asks	95%	91%	95%	94%	91%	93%	96%	93%
Remain in Bloomington for the next five years	91%	81%	84%	89%	73%	88%	93%	86%
Contacted the City of Bloomington (in-person, phone, email or web) for help or information	43%	36%	53%	51%	42%	49%	49%	48%

Table 39: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Was NOT the victim of a crime	87%	94%	94%	84%	95%	90%	94%	92%
Did NOT report a crime	84%	86%	86%	80%	88%	84%	88%	86%
Stocked supplies in preparation for an emergency	23%	24%	24%	28%	21%	25%	22%	23%

Table 40: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Was NOT the victim of a crime	87%	89%	95%	93%	90%	92%	94%	92%
Did NOT report a crime	77%	85%	90%	85%	88%	81%	88%	86%
Stocked supplies in preparation for an emergency	33%	27%	21%	17%	23%	24%	23%	23%

Table 41: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Walked or biked instead of driving	64%	56%	46%	60%	53%	55%	55%	54%
Carpooled with other adults or children instead of driving alone	47%	41%	37%	41%	42%	45%	37%	41%
Used bus, light rail or other public transportation instead of driving	50%	48%	29%	51%	37%	39%	44%	41%

Table 42: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Walked or biked instead of driving	60%	53%	56%	56%	68%	60%	42%	54%
Carpooled with other adults or children instead of driving alone	42%	33%	46%	46%	52%	46%	31%	41%
Used bus, light rail or other public transportation instead of driving	53%	40%	45%	34%	52%	49%	28%	41%

Table 43: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Recycle at home	86%	95%	98%	82%	98%	95%	92%	94%
Made efforts to make your home more energy efficient	75%	74%	74%	68%	77%	76%	72%	74%
Made efforts to conserve water	76%	78%	77%	71%	79%	80%	73%	77%

Table 44: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Recycle at home	86%	87%	97%	99%	87%	95%	97%	94%
Made efforts to make your home more energy efficient	67%	66%	77%	79%	79%	75%	70%	74%
Made efforts to conserve water	72%	78%	76%	78%	75%	76%	78%	77%

Table 45: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
NOT under housing cost stress	70%	69%	72%	62%	74%	64%	77%	70%
Did NOT observe a code violation	73%	67%	64%	76%	64%	68%	68%	68%

Table 46: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
NOT under housing cost stress	7%	67%	74%	95%	71%	71%	70%	70%
Did NOT observe a code violation	64%	72%	68%	67%	71%	64%	69%	68%

Table 47: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Purchase goods or services from a business located in Bloomington	93%	98%	99%	92%	99%	97%	97%	97%
Economy will have positive impact on income	35%	29%	25%	29%	29%	28%	31%	29%
Work in Bloomington	33%	35%	30%	38%	30%	35%	29%	32%

Table 48: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Purchase goods or services from a business located in Bloomington	91%	97%	98%	99%	95%	97%	98%	97%
Economy will have positive impact on income	21%	29%	26%	39%	33%	30%	27%	29%
Work in Bloomington	33%	27%	34%	35%	31%	40%	25%	32%

Table 49: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Used Bloomington recreation centers or their services	60%	57%	57%	58%	58%	59%	58%	58%
Visited a neighborhood park or City park	88%	85%	80%	82%	85%	86%	82%	84%
Eat at least 5 portions of fruits and vegetables a day	88%	82%	82%	80%	85%	85%	82%	84%
Participate in moderate or vigorous physical activity	90%	88%	85%	86%	88%	86%	91%	88%
Reported being in "very good" or "excellent" health	71%	64%	65%	62%	68%	67%	65%	66%

Table 50: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Used Bloomington recreation centers or their services	64%	56%	55%	65%	60%	63%	53%	58%
Visited a neighborhood park or City park	75%	79%	84%	93%	91%	89%	76%	84%
Eat at least 5 portions of fruits and vegetables a day	79%	79%	86%	88%	85%	84%	83%	84%
Participate in moderate or vigorous physical activity	77%	90%	86%	94%	92%	89%	85%	88%
Reported being in "very good" or "excellent" health	46%	60%	68%	80%	72%	71%	58%	66%

Table 51: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Participated in religious or spiritual activities in Bloomington	38%	43%	63%	43%	52%	52%	46%	50%
Attended a City-sponsored event	36%	46%	48%	33%	48%	43%	44%	43%

Table 52: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Participated in religious or spiritual activities in Bloomington	46%	49%	50%	48%	40%	47%	56%	50%
Attended a City-sponsored event	30%	34%	48%	52%	41%	46%	44%	43%

Table 53: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Campaigned or advocated for an issue, cause or candidate	13%	17%	23%	17%	18%	21%	14%	18%
Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	11%	14%	19%	15%	15%	14%	15%	15%
Volunteered your time to some group/activity in Bloomington	26%	34%	42%	26%	39%	35%	34%	35%
Participated in a club	14%	24%	31%	19%	26%	23%	25%	24%
Talked to or visited with your immediate neighbors	88%	90%	97%	83%	96%	93%	92%	92%
Done a favor for a neighbor	71%	84%	91%	69%	89%	80%	86%	83%
Attended a local public meeting	8%	10%	21%	6%	16%	12%	16%	14%
Watched (online or on television) a local public meeting	18%	20%	30%	24%	23%	21%	26%	24%
Read or watch local news (via television, paper, computer, etc.)	79%	94%	96%	84%	93%	91%	90%	90%
Vote in local elections	73%	82%	95%	71%	90%	83%	86%	84%

Table 54: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Campaigned or advocated for an issue, cause or candidate	23%	16%	17%	19%	12%	15%	23%	18%
Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	19%	16%	12%	14%	10%	13%	19%	15%
Volunteered your time to some group/activity in Bloomington	25%	32%	38%	37%	32%	38%	34%	35%
Participated in a club	23%	21%	24%	24%	17%	20%	31%	24%
Talked to or visited with your immediate neighbors	79%	89%	94%	98%	89%	91%	94%	92%
Done a favor for a neighbor	69%	81%	84%	86%	70%	85%	89%	83%
Attended a local public meeting	9%	13%	14%	13%	8%	10%	19%	14%
Watched (online or on television) a local public meeting	35%	26%	19%	19%	15%	22%	29%	24%
Read or watch local news (via television, paper, computer, etc.)	88%	87%	90%	92%	76%	92%	97%	90%
Vote in local elections	73%	79%	86%	90%	67%	86%	93%	84%

Table 55: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Number of years in Bloomington			Rent or own		Gender		Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Female	Male	
Overall feeling of safety in Bloomington	86%	94%	96%	93%	92%	94%	91%	93%
Overall ease of getting to the places you usually have to visit	80%	81%	82%	83%	80%	83%	80%	82%
Quality of overall natural environment in Bloomington	85%	84%	81%	87%	82%	84%	82%	83%
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	69%	76%	80%	78%	74%	79%	72%	76%
Health and wellness opportunities in Bloomington	65%	68%	71%	77%	64%	74%	62%	69%
Overall opportunities for education and enrichment	73%	70%	78%	76%	73%	78%	69%	75%
Overall economic health of Bloomington	86%	86%	91%	87%	89%	90%	86%	89%
Sense of community	67%	79%	75%	76%	73%	78%	70%	74%

Table 56: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Annual household income				Age			Overall
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+	
Overall feeling of safety in Bloomington	89%	94%	93%	91%	83%	94%	97%	93%
Overall ease of getting to the places you usually have to visit	82%	83%	82%	77%	76%	81%	84%	82%
Quality of overall natural environment in Bloomington	73%	85%	82%	85%	82%	83%	84%	83%
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	70%	78%	75%	74%	67%	77%	80%	76%
Health and wellness opportunities in Bloomington	77%	78%	65%	59%	65%	63%	74%	69%
Overall opportunities for education and enrichment	80%	79%	71%	70%	70%	70%	79%	75%
Overall economic health of Bloomington	76%	92%	86%	93%	81%	89%	91%	89%
Sense of community	80%	77%	71%	73%	64%	73%	80%	74%